

xxx地址 address

Attn.: ZZZ

Dear ZZZ,

Total Service Assurance Regime – Quality Service Scheme (TSAR-QSS)

Mystery Shopper Survey Results 12-13-2023

1002 COCO of 杏花新城

We refer to the TSAR-QSS Mystery Shopper Survey Results of 12-13-2023.

It has come to our attention that the customer service performance of the captioned shop in 12-13-2023 was below satisfactory. The bi-monthly score has fallen into bottom 10 among F&B shop tenants in MTR Malls.

The details of the survey score of the month is attached for your perusal. A summary showing the overall customer service performance of shops in the aforementioned shopping centre is also included for your further reference.

While this may not fully represent your long-term performance, unsatisfactory customer service may affect your shop's reputation and image which in turn, cause adverse impact on your business. Your active participation and cooperation on improvement measures would definitely enhance the overall environment of the shopping centre and ultimately create greater success for both of us. Our management office would contact you shortly to discuss your survey results and improvement measures.

Should you have any enquiries, please do not hesitate to contact our TSAR-QSS hotline at 3456363363 or 3190943290@qq.com, or our Management Office Staff name-zzz at Contact no11111.

Thank you for your support towards the TSAR-QSS and we look forward to achieving true quality service together with you.

Yours sincerely,

For Company Name-zzz

LOGO
預留屋苑